

Removal of Clients' Personal Belongings (including forwarding of clients' personal mail), Post Discharge

PREAMBLE

Baycrest Centre for Geriatric Care recognizes that the discharge of a client, whether due to death or transfer to another location or facility, is an emotional time for families. Furthermore, when a death has occurred, religious and/or cultural rituals and obligations guide the conduct of immediate family members e.g. observing shiva or other mourning rituals. In setting forth this policy, Baycrest has tried to be respectful of families' needs at this time while balancing the needs of applicants urgently waiting for beds, the requirements/pressure under legislation with regard to turnover of rooms, the need for fiscal responsibility and the fact that storage space is very limited at Baycrest.

SCOPE

This policy applies to residents of the Apotex Centre Jewish Home for the Aged and patients of Baycrest Hospital.

PURPOSE

To clarify Baycrest's expectations of family members or clients' Powers of Attorney (POAs) and staff with regard to the removal of clients' personal belongings, including redirection of personal mail addressed to clients at Baycrest, once discharge has occurred and to outline the method by which these expectations will be communicated and facilitated.

POLICY

In order to meet Baycrest's obligations to its clients and family members, the Ministry of Health and Long Term Care's regulations/guidelines and the greater community:

- Clients' valuables such as money, jewelry and items of sentimental value in residents' locked drawers and display cabinets should be removed immediately, whenever possible, as Baycrest cannot take responsibility for such items.
- Other personal belongings must be removed from the resident's room in the Apotex Centre within 48 hours and Baycrest Hospital within 24 hours following discharge.
- Any belongings that are not packed and removed within the above mentioned time frame will be packed and stored by housekeeping staff in specially designated packing boxes and stored in storage rooms. Housekeeping will keep a file listing the number of bags, boxes and types of other items received for temporary storage. This will be done at no charge to the client/family/POA, and storage will be free of charge for up to two weeks.
- Baycrest will not be liable for loss or damage to goods that are being packed and/or stored for clients/families/POAs.
- Administrative and labour charges for storage and disposal after the two week period will be included in the final statement of account.
- For families wishing to pack belongings themselves, the Power of Attorney or designate must contact the nursing unit to make arrangements within 24 hours of discharge in the Apotex and the Hospital. It is not possible to arrange to pay a bed-holding fee to extend this time frame.
- Display case keys may be obtained from the Unit Director, Unit clerk or designate. After regular business hours, the nurse may page security for access to the display case.
- It is the family or Power of Attorney's responsibility to return all property belonging to Baycrest or other organizations (such as equipment on temporary loan or public library books) within 24 hours.

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- Any exceptions to these requirements are at the discretion of the individual Unit Director.
- Special arrangements will be made for the storage of belongings of a person who has been discharged from one location within Baycrest and is awaiting a room in another location. Housekeeping in collaboration with nursing will make arrangements to store belongings in one of the available storage rooms free of charge.

Out of respect for families, telephone calls will not be made immediately following a death to remind families of this policy or to obtain instructions as to who will be removing the belongings.

This policy will be reviewed with clients and families verbally and in writing on admission and at quality of life meetings (annually) with the provision of a policy summary sheet ([SEE Appendix A](#)).

PROCEDURES

1. All clients and family members will be notified of this policy in writing at the pre-admission/admission meeting with the Client Financial Analyst when the personal property agreement is signed ([SEE Appendix B](#)).
2. This policy will be reviewed with client and family members/POAs at the post admission and quality of life meetings by Unit Directors, and at the time of death or discharge by nurses both verbally and with a written policy summary sheet ([SEE Appendix A](#)). In cases where families are not available in-person, policy summaries may be provided verbally.
3. Nurses or Unit Directors must be notified by families/POAs of the arrangements for emptying rooms in advance. If immediate family members or caregivers or the Powers of Attorney will be emptying rooms, this information must be documented in the residents' charts.
4. Display case keys may be obtained from the Unit Director, Unit clerk or designate. If this is not possible, the nurse may page security for access to the display case.
5. Any belongings that are not packed and removed within the 24 hour (hospital) or 48 hour (Apotex) time period will be packed and stored by housekeeping staff in specially designated packing boxes and stored in storage rooms. Housekeeping will keep a file listing the number of bags, boxes and types of other items received for temporary storage. This will be done at no charge to the clients/families/POAs and storage will be free of charge for up to two weeks.
6. When the belongings have been moved to temporary storage, family members/POAs will contact Housekeeping at extension 2122 during business hours (Monday – Friday 8:30 – 4:30) to arrange pick up or disposal of the belongings. On arrival to pick up the belongings, family members/POAs will be met by a Housekeeping staff member and assisted as needed.
7. If Housekeeping has not been contacted by the end of the two week free storage period, family members/POAs will receive letters by courier advising that \$50.00 per week storage fee will be charged. However, this additional storage period can only be extended for a maximum of two weeks. They will also be notified that at the end of the two week paid storage period, goods will be disposed of and that \$50.00 disposal fees will be included in final statements of account ([SEE Appendix C](#)). Disposition of valuables will be the responsibility of the Director of Environmental Services.
8. When clients have been discharged from rooms in the Apotex or the Hospital and are temporarily on 3 East or in another facility awaiting other bed locations within Baycrest, the Unit Directors or designates of the discharging units, will contact the Director of Environmental Services, when necessary, to arrange for temporary storage at no charge. Once admissions to the new beds have occurred, all possessions must be removed from temporary storage. Storage charges will

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commence one week after the admission at \$50.00 per week for a maximum of two weeks after which time, disposal will occur at a fee of \$50.00. Family members/POAs will be notified of these arrangements by letter at the time of discharge ([SEE Appendix D](#)).

9. Any mail received by Baycrest for clients, post-discharge, will be forwarded by the Unit Clerks of the discharging units to the Client Financial Analyst for a period of one year.

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APPENDIX A

POLICY SUMMARY: Removal of Clients' Personal Belongings (including forwarding of clients' personal mail), Post-Discharge

[To be copied onto Baycrest Letterhead and to be provided to family at admission at post admission, quality of life meetings and at time of death/discharge]

Baycrest Centre for Geriatric Care recognizes that the discharge of a client, whether due to death or transfer to another location or facility, is an emotional time for families. Furthermore, when a death has occurred, religious and/or cultural rituals and obligations guide the conduct of immediate family members observing shiva or other mourning rituals. In setting forth this policy, Baycrest has tried to be respectful of the families' needs at this time while balancing the needs of applicants urgently waiting for beds, the requirements/pressure under legislation with regard to turnover of rooms, the need for fiscal responsibility and the fact that storage space is very limited at Baycrest.

Clients' personal belongings must be removed from the rooms in the Apotex Centre within 48 hours and in the Baycrest Hospital within 24 hours following discharge or death. It is not possible to arrange to pay bed-holding fees to extend this time frame. Clients' valuables such as money, jewelry and items of sentimental value in residents' locked drawers and display cabinets should be removed immediately, whenever possible, as Baycrest cannot take responsibility for such items. Other personal belongings must be removed from the rooms in the Apotex Centre within 48 hours and in the Baycrest Hospital within 24 hours following discharge. Display case keys may be obtained from the Unit Director, Unit clerk or designate. If this is not possible, the nurse may page security for access to the display case.

Any belongings that are not packed and removed within this time period will be packed and stored by housekeeping staff in specially designated packing boxes and stored in storage rooms. Housekeeping will keep a file listing the number of bags, boxes and types of other items received for temporary storage. This will be done at no charge to clients/families/POAs and storage will be free of charge for up to two weeks.

For families wishing to pack belongings themselves, the Powers of Attorney or designates must contact the nursing units to make arrangements within 24 hours of discharge in the Apotex and the Hospital. If immediate family members or caregivers or Powers of Attorney will be emptying the rooms, the unit (Unit Directors or nurses) must be notified as to who will be performing this task.

When the belongings have been moved to temporary storage, the family members or POAs must contact Housekeeping at extension 2122 during business hours (Monday – Friday 8:30 – 4:30) to arrange pick up or disposal of the belongings. On arrival to pick up the belongings, the family will be met by a Housekeeping staff member and assisted as needed.

If families or POAs have not contacted Housekeeping by the end of the two week free storage period, the Director of Environmental Services will send letters by courier to families or POAs advising that \$50.00 per week storage charges have been initiated. They will also be notified that at the end of the two week paid storage period, goods will be disposed of, and a \$50.00 disposal fees will be included in the final statements of account.

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When clients have been discharged from rooms in the Apotex or the Hospital and are temporarily on 3 East or in another facility awaiting other bed locations within Baycrest, the Directors or designates of discharging units will contact Housekeeping when necessary, to arrange for temporary storage at no charge. Once admission to new beds has occurred, all possessions must be removed from the temporary storage. Storage charges of \$50.00 per week will commence one week after the admission for a maximum of two weeks. Disposal at a fee of \$50.00 will occur after the two week period. Families will be notified of these arrangements by registered letters at the time of discharge.

Any mail received by Baycrest for clients, post-discharge, will be forwarded by the Unit Clerks of the discharging units to the Client Financial Analyst for a period of one year.

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APPENDIX B

REMOVAL OF CLIENTS' PERSONAL BELONGINGS, POST-DISCHARGE

PERSONAL PROPERTY AGREEMENT

1. I/we hereby agree to remove the personal belongings of _____ when he/she is no longer a patient in Baycrest. I/we understand that we will have _____ hours to remove the belongings including clothing, pictures, furniture from within the room and the display cabinet.

2. I/we understand that after this time period, _____'s belongings will be packed and put in temporary storage of the unit by Baycrest staff for a period of up to two weeks at no charge. I/we understand that I can call Housekeeping, ext. 2122, to arrange for a pick-up.

3. If I/we do not pick up the said belongings within the time period set out in paragraph 1 or 2, I/we understand that Baycrest will hold the goods for up to an additional two weeks at an administration and storage fee of \$50.00 per week. I/we further understand that if the goods are not picked up at the end of this period, Baycrest will dispose of the items and I/we will be charged an additional administration and labour charge of \$50.00, in addition to the storage charges. I/we understand the said charges will be added to the final statement of account issued by Baycrest.

4. I/we understand that Baycrest will not be liable for loss or damage to goods that are being packed up and/or stored for clients.

DATED:

Applicant Signature:

Decision makers, Signature:

Witness:

Copy to resident/family/POA

Copy to resident chart

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APPENDIX C

LETTER ADVISING OF COMMENCEMENT OF STORAGE CHARGES

[To be copied onto Baycrest Letterhead and sent with copy of policy and personal property agreement, by Courier]

Today's Date

Dear ENTER NAME OF FAMILY MEMBER:

I would like to extend my condolences to you on the loss of your loved one. I am sure this is a very difficult time.

As you know we have moved your loved ones possessions to a secure temporary storage unit. Storage is free for the first two weeks. I am writing to let you know that as of ENTER DATE TWO WEEKS FROM DATE OF MOVE TO STORAGE, the two week period of free temporary storage for your family member's possessions will end. After the above mentioned date, as written in the Baycrest policy and the personal property agreement that you (or a designate) signed on admission, an additional storage charge of \$50.00 per week will be charged and will appear on the final statement of account.

We hope that you will be able to remove the stored belongings by ENTER THE DATE TWO WEEKS AFTER THE END OF THE FREE STORAGE PERIOD. To arrange for pickup, please contact Housekeeping at 416-785-2500 x 2122 during business hours (Monday-Friday 8:30 – 4:30). They will direct you as to how to access the belongings and assist you in removing them. If they are not removed by ENTER THE DATE TWO WEEKS AFTER THE END OF THE FREE STORAGE PERIOD, they will be disposed of and an additional \$50.00 disposal fee will be added to the final statement of account.

Thank you very much for attending to this matter

Yours sincerely,

Director, Environmental Services

Attachments.

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APPENDIX D

LETTER ADVISING OF STORAGE OF PERSONAL BELONGINGS DURING INTERNAL TRANSFER

[To be copied onto Baycrest Letterhead]

[Today's date]

Dear [ENTER NAME OF FAMILY MEMBER]:

I am sure this is a very busy and perhaps stressful time for you given the transfer of (name of client) from (name of floor) to (name of area).

I wanted to follow up with you to ensure you know we have packed up (name of client)'s belongings and have moved them to our locked temporary storage area within Baycrest.

We are more than happy to provide this temporary storage at no charge until (he or she) is admitted to a new bed within Baycrest. Once the bed is available, to arrange for pickup, please contact Housekeeping at 416-785-2500 x 2122 during business hours (Monday-Friday 8:30 – 4:30. They will direct you as to how to access the belongings and assist you to retrieve them.

Because our storage space is very limited, we must remind you at this time that at the end of one week following the new admission, the belongings must be removed from the temporary storage. Unfortunately, past that period, a storage charge of \$50.00 per week for a maximum of two weeks will be levied. Furthermore, if all the belongings are not picked up by the end of the two week paid storage period, the goods will be disposed of and a further charge of \$50.00 will be levied.

Yours sincerely,

Director, Environmental Services

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